

<b>KB Name</b>	Talk2M debug checklist		
<b>Type</b>	How debug eCatcher and eWON connections to Talk2M		
<b>Since revision</b>	NA		
<b>KB Number</b>	KB-0023-0	<b>Build</b>	28
<b>Mod date</b>	'03-JAN-2013		

## Talk2M debug checklist

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#### Important

The present document applies only to the early Talk2M Free now a legacy product. For earlier versions of Talk2M you should refer to KB-0044-0-EN (eCatcher-Talk2M Troubleshooting).

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## Knowledge Base Information

# 1 Talk2M technical prerequisites

Talk2M is intended to make your PLC connections easier and secure, but to achieve that purpose, Talk2M needs some technical requirements:

- An Internet connection
  - either by a default gateway on your corporate LAN (for PC or eWONx005).
  - either by a Proxy router (for PC or eWONx005).
    - You need to know the connection parameters to access this Proxy.
    - *Proxy Server name or address* (ex.: proxy.company.com:8080)
    - *Proxy User name*
    - *Proxy Password*
  - either by a modem connection to an ISP.
- Authorisation to access the Talk2M servers  
These servers are:
  - ping.talk2m.com at address 87.98.150.3
  - ecatcher.talk2m.com at address 87.98.150.4
  - ewon.talk2m.com at address 87.98.150.6
- An outgoing openVPN channel  
It will be built either:
  - on UDP on the port 1194
  - or HTTPS on the port 443

Ask your Network Administrator to be sure that you meet these conditions.

In the eCatcher directory, you will find a little program called TestBox.exe that will test the above conditions.

If TestBox.exe fails, eCatcher will not succeed to connect to Talk2M. Contact your IT administrator to match some of the above conditions before installing eCatcher.

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**NOTE** On eWON, to use the **Talk2M Wizard**, HTTPS 443 is required.



*On UDP only network, you need to manually configure your VPN connection.*

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## 2 Debug eCatcher connection to Talk2M

- Check if Date and Time of the PC is up-to-date.
- Make sure that you have installed eCatcher with an Administrator Account.
- Execute *testbox.exe* (usually in the *C:\Program Files\eCatcher* directory)  
If test is OK → save result  
If test has failed → see customer IT administrator to meet Talk2M technical prerequisites

**Debug:**      *save testbox result*

- eCatcher Connection Settings  
By default, eCatcher is set on Autodetect mode. Try to force the connection in UDP or TCP or Proxy (depending on which has succeeded in testbox)

If Proxy is used, check that 10.8.\*.\* is in the Proxy Exceptions of Internet Explorer.

**Debug:**      *save Interfaces&Routes configuration before the connection*  
*save Interfaces&Routes configuration during the connection*  
*save eCatcher Log*

- Check that one *TAP-Win32 Adapter V8* interface exists (in NetworkConnections panel)  
During the eCatcher connection, the *TAP\_Win32* interface must get an 10.8.x.x address.

**Debug:**      *save Interfaces&Routes configuration before the connection*  
*save Interfaces&Routes configuration during the connection*

- If you have no *TAP-Win32* interface, try to add it manually with the *addtap.bat* (in the *C:\Program Files\eCatcher\drivers* directory)
- You can delete all *TAP-Win32* interfaces with *deltapall.bat* and recreate one with *addtap.bat* (in the *C:\Program Files\eCatcher\drivers* directory)
- If the *TAP-Win32* interface takes another address than 10.8.x.x, check if Firewall is activated on this interface and the User Rights of the Logged user.
- If the *TAP-Win32* interface takes the 0.0.0.0 address, check that the DHCP-Client service is running.
- If the *TAP-Win32* interface stays connected permanently, even after an eCatcher disconnection, add a *dhcp-renew* in the OpenVPN configuration file (see appendix).

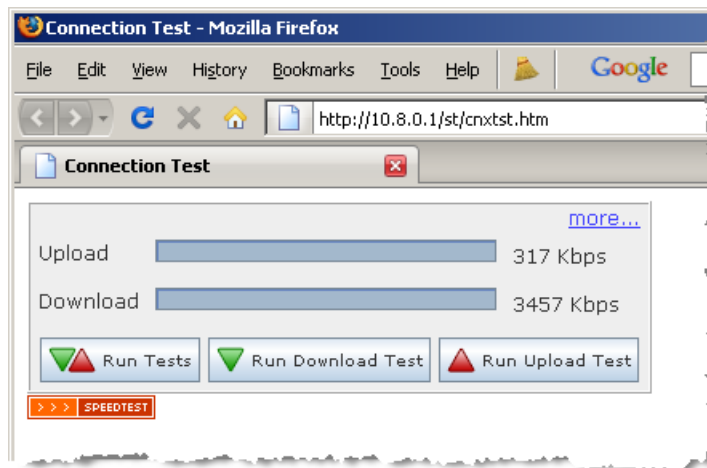
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### 2.1 Speed test

To have an idea of the transmission speed with Talk2M, you have a SpeedTest tool .

1. Connect on Talk2M with your eCatcher.
2. Open a Browser an go on the page <http://10.8.0.1/st/cnxtst.htm>
3. Run the tests with the “Run Tests” button.



### 2.2 Known behaviour

#### 2.2.1 Early Cancel

If the Connect *automatically* option is checked, do not use the *Cancel* button to abort quickly the connection, but wait for the end of the connection process, and then do a standard *Log Out* to reconnect with another user.

Otherwise, the new connection could never succeed.

#### 2.2.2 Access Denied

You may encounter the message "*Error: Access Denied. You are not logged In*" when you try to setup the eCatcher connection to the Talk2M Server.

To solve the problem, change the security settings of Internet Explorer for the Local Intranet zone to Medium-High.

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### 3 Debug eWON connection to Talk2M

- Check Date and Time of the eWON.
- Check that the Internet connection is well configured.
  - If Internet on WAN,
    - verify the Gateway and DNS addresses
    - check if the eWON is reachable from a PC placed on the WAN network.
- Set the VPN diagnostic to the highest level.
- Launch the Talk2M wizard
  - Debug: get an eWON Full Backup (by eBuddy and including Support files)
  - save the RealTimeLog (automatically added in backup by eBuddy 1.6)
  - take a snapshot of the final screen of the Talk2M wizard

#### 3.1 Known behaviour

- The NTLM authentication is not supported by the Proxy implementation of the eWON (the Talk2M wizard assumes that the Proxy is not NTLM).

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## 4 Appendix

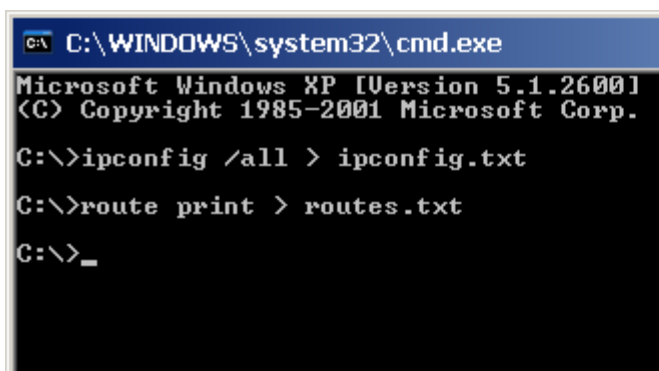
### 4.1 save Interfaces&Routes configuration

To view all the network interfaces configuration, you need to execute in a DOS box the instruction `IPCONFIG /ALL`

To save the result, redirect the output on a file with `IPCONFIG /ALL > ipconfig.txt`

To view all the network routes, you need to execute in a DOS box the instruction `ROUTE PRINT`

To save the result, redirect the output on a file with `ROUTE PRINT > routes.txt`



```
C:\WINDOWS\system32\cmd.exe
Microsoft Windows XP [Version 5.1.2600]
(C) Copyright 1985-2001 Microsoft Corp.

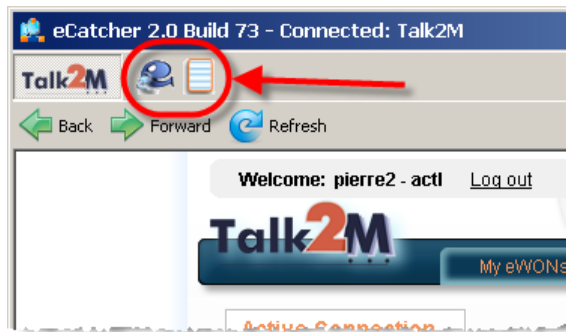
C:\>ipconfig /all > ipconfig.txt
C:\>route print > routes.txt
C:\>_
```

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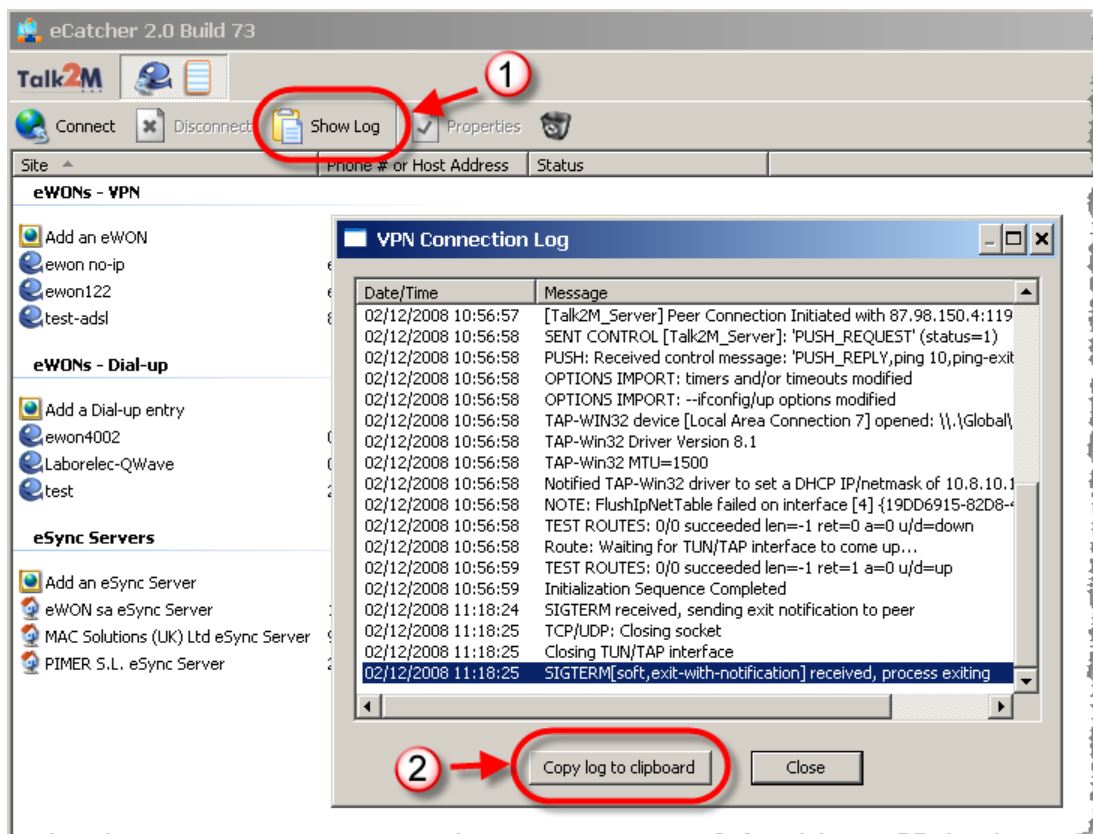
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### 4.2 Save eCatcher log

To save the eCatcher log, you must go on the eCatcher Tab.



Use the *Show Log* button to display the log and the *Copy log to clipboard* to save on a file.



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### 4.3 save the RealTimeLog

The RealTimeLog can be viewed on eWON at the page *Diagnostic*→*Real Time Log*.

With eBuddy 1.6 (and above), the backup includes automatically the "rtevents.txt" file.

If you do not have eBuddy, execute the following Basic instruction in the Script Control page:

```
putftp "/usr/realtime.txt", "[${tRE}]", "adm:adm@127.0.0.1"
```

and get by FTP the file realtime.txt from the /USR directory.

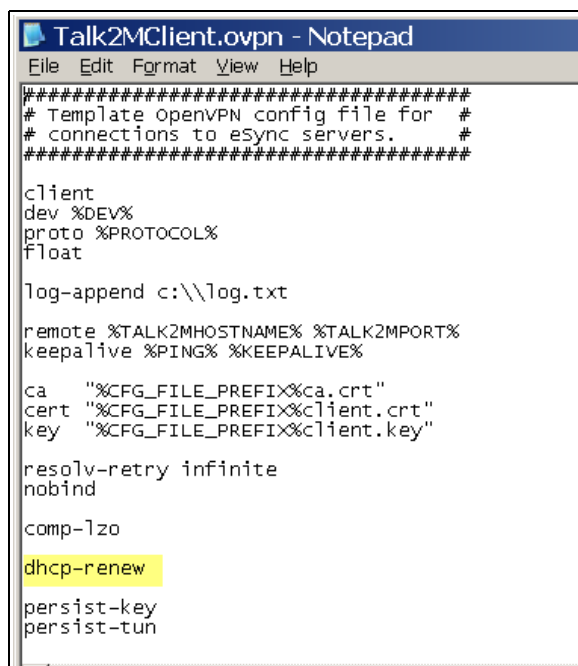
### 4.4 Add dhcp-renew to eCatcher OpenVPN configuration

The "dhcp-renew" parameter will force a renew of the DHCP settings for the TAP-Win32 interface.

That could solve problem when the TAP-Win32 stays connected permanently, even after an eCatcher disconnection.

You can add the parameter "dhcp-renew" in the file *Talk2MClient.ovpn* (on C:\Program Files\eCatcher directory).

Open it with a text editor (e.g.: notepad).



```
#####
# Template OpenVPN config file for #
# connections to eSync servers. #
#####

client
dev %DEV%
proto %PROTOCOL%
float

log-append c:\\log.txt

remote %TALK2MHOSTNAME% %TALK2MPORT%
keepalive %PING% %KEEPALIVE%

ca "%CFG_FILE_PREFIX%ca.crt"
cert "%CFG_FILE_PREFIX%client.crt"
key "%CFG_FILE_PREFIX%client.key"

resolv-retry infinite
nobind

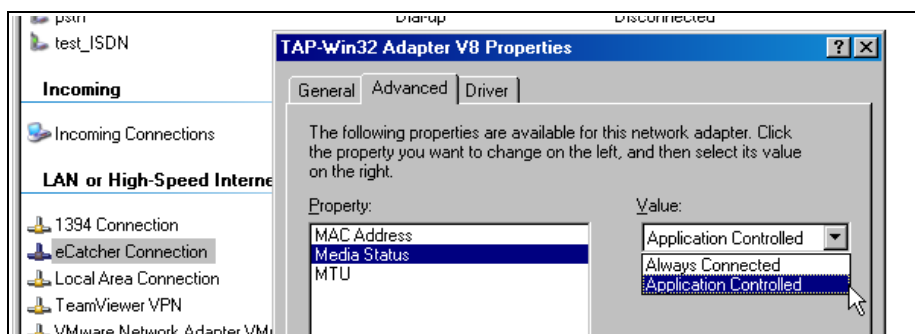
comp-lzo

dhcp-renew

persist-key
persist-tun
```

As drawback, all Talk2m connection establishment could be a little bit slower because the DHCP settings will be renewed at every connection.

Check also that the TAP-Win32 interface configuration is on *Application Controlled*.





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### 4.5 Checklists

#### 4.5.1 eCatcher connection

eCatcher connection to Talk2M		
Test	Result	debug files
TestBox.exe	UDP: ok/nok TCP: ok/nok Proxy: ok/nok	testbox result attached file name:
Date & Time	up-to-date: ok/nok	
eCatcher settings in AutoDetect in UDP in TCP Through Proxy	tested / not tested tested / not tested tested / not tested tested / not tested	Interfaces&Routes before & during connect files name: files name: files name: files name:

#### 4.5.2 eWON connection

eWON connection to Talk2M		
Test	Result	debug files
Date & Time	up-to-date: ok / nok	
VPN debug on HIGH	ok / nok	
Talk2M wizard	Succeed / Failed	snapshot of the wizard result screen file name:
		eWON backup by eBuddy with "include Support files" file name: